

# OHRM TRANSFORMATION

## Phase I – 30 days (Basic Analyses and Short Term Improvements) Major Results

Task	Major Results	Team Lead* and Members
<ul style="list-style-type: none"> <li>• <b>Analyze Current Quality Controls</b> <ul style="list-style-type: none"> <li>- <b>Office of Executive Resources (OER)</b></li> <li>- <b>Office of Director</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- <b>Findings</b> <ul style="list-style-type: none"> <li>• Overly complex internal review process in OER</li> <li>• Detailed reengineering effort needed</li> </ul> </li> <li>- <b>Action</b> <ul style="list-style-type: none"> <li>• Completed the basic analysis of OER and launched SES Process Reengineering Team</li> <li>• New process will be in place in Phase III</li> </ul> </li> </ul>	<p><b>Jamie Carlyle*</b>, Karen Gard, Juanita Shanks, Phyllis Alexander, Adrienne Brady, Terri Lucente</p> <p>consultant: Rick Dubik</p>
<ul style="list-style-type: none"> <li>• <b>Conduct Top-Down Baseline Analyses</b> <ul style="list-style-type: none"> <li>- <b>Funding</b></li> <li>- <b>Staff Skills</b></li> <li>- <b>Workload</b></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- <b>Findings</b> <ul style="list-style-type: none"> <li>• Identified funds available for redistribution</li> <li>• Estimated Transformation costs</li> </ul> </li> <li>- <b>Actions</b> <ul style="list-style-type: none"> <li>• Redistributed identified funds</li> <li>• Finalized Transformation costs</li> </ul> </li> <li>- <b>Findings</b> <ul style="list-style-type: none"> <li>• Identified an automated LMS Competency Assessment Tool</li> <li>• Developed automated workload inventory tool</li> </ul> </li> <li>- <b>Action</b> <ul style="list-style-type: none"> <li>• Implemented a workload and skills inventory process and obtained baseline data that is critical to completing: Phase II – Fill Critical Staffing Needs, Phase III – Conduct Customer Service and HR Competencies Training, Phase IV – Implement OHRM Staff HR Certification Program</li> </ul> </li> </ul>	<p><b>Jan Hoffheins*</b>, Lisa Casias, Jimmy Barrack, Jennifer Ayers, Cynthia Sullivan</p> <p><b>Alethea Long-Green*</b>, Janice Guinyard, Sheila Fleishell, Beverly Brebnor, Mike Cohen, Cherie Russell, Tom Kreider, Lorraine Green</p> <p>consultant: Fran White</p>
<ul style="list-style-type: none"> <li>• <b>Analyze Case Management Systems</b></li> </ul>	<ul style="list-style-type: none"> <li>- <b>Finding</b> <ul style="list-style-type: none"> <li>• Determined current DOC webCIMS inadequate for OHRM enterprise needs</li> </ul> </li> <li>- <b>Actions</b> <ul style="list-style-type: none"> <li>• Implemented a no-cost case tracking system</li> <li>• Partnering with CIO and OS to pilot an enhanced webCIMS tracking system</li> </ul> </li> </ul>	<p><b>Richard Hartman*</b>, Rick Dubik, Dale Lanser, Dennis Sutch, Juanita Shanks</p>
<p><b>Strengthen Communications (Internal and External)</b></p>	<ul style="list-style-type: none"> <li>- <b>Findings</b> <ul style="list-style-type: none"> <li>• Determined communication with customers was more reactive than proactive</li> <li>• Identified and documented customer concerns through 13 interviews</li> </ul> </li> <li>- <b>Actions</b> <ul style="list-style-type: none"> <li>• Reached out to 36 Commerce leaders and received generally positive feedback on OHRM's Transformation goals</li> </ul> </li> </ul> <p>Continue strategic communication to ensure collaboration/partnership</p>	<p><b>Deborah Jefferson*</b>, Juanita Shanks, Janice Guinyard, Alethea Long-Green, Tom Kreider, Lorraine Green</p>